



POSITION DESCRIPTION

POSITION TITLE	Team Leader – P&C Operations
DIVISION	People, Culture and Engagement
DEPARTMENT	People and Culture
REPORTS TO	Manager HR Operations

ORGANISATIONAL PURPOSE

Our vision at the Brotherhood of St Laurence (BSL) is for an Australia free of poverty. We pursue lasting change for a fairer and more compassionate Australia.

Our organisation employs over 1,500 staff and is supported by 1,000 volunteers. We partner with governments, business and other organisations to address poverty across the nation.

Our work is varied. We deliver services to build capability and confidence across the life course, from the early years, youth and employment, to services for people with disability and for older people in Australia. Our Op Shops and social enterprises are well known. So too are our programs that support digital literacy, energy efficiency and financial wellbeing. We research the causes and effects of poverty and connect policy, practice and research to advocate national, state and local policy solutions for people experiencing disadvantage.

The Brotherhood of St Laurence values diversity and inclusion with regards to its staff and the communities we serve. Our staff and volunteers come from diverse backgrounds, and we aim to create an inclusive working environment. BSL is committed to child, young people and vulnerable adult safety. We want all vulnerable people to be supported, respected, safe, happy and empowered. We are committed to the safety, participation, and empowerment of all our program participants.

DEPARTMENT PURPOSE

The People, Culture and Engagement portfolio comprises of the Facilities and Assets, Volunteer Services, Payroll, HR Business Partnering, Learning & Org Development, Diversity, Equity and Inclusion and Health, Safety and Wellbeing teams, and is responsible for providing support services to the other divisions.

The purpose of the People, Culture and Engagement team is to guide and support management and staff in building individual and organisational capacity to achieve the strategic and operational action plans of the Brotherhood through provision of people and work organisation advice and services.

POSITION PURPOSE

Reporting to the Manager, HR Operations, the Team Leader – P&C Operations leads and delivers quality and timely end to end HR administrative support to managers and employees. The role ensures the HR Service Desk team maintains a high level of internal customer and

candidate experience, streamlines internal operations and foster ongoing system improvements.

KEY RESPONSIBILITIES

<p>HR Operations</p>	<ul style="list-style-type: none"> • Develop, lead and coach the HR Service Desk team to provide exceptional customer service through the effective management of HR queries • Manage escalated queries from the HR Service Desk • Develop service level agreements for the HR Service Desk and ensure that processes delivered are in line with service levels • Create, maintain and continuously improve HR Service Desk operational standards, procedures, processes, and guidelines as required • Coach the HR Service Desk team to provide guidance to employees and leaders on BSL processes, policies, and procedures • Work collaboratively across internal teams such as the HR Business Partnering team, Payroll and HSW teams • Proactively maintain and develop PageUp, ticketing system and other HR systems • Implement, communicate, and where required, conduct training on new processes and procedures, in consultation with the Manager of HR Operations • In consultation with Manager – HR Operations, identify trends, make recommendations, and drive continuous improvements in service delivery and automation • Maintain an in-depth understanding of employment legislation, relevant Awards, Enterprise Bargaining Agreements, and industry best practices
<p>Projects</p>	<ul style="list-style-type: none"> • Participate and lead HR, payroll and any other projects that may have direct or indirect impact on the quality of services provided by the HR Service Desk team
<p>People Management</p>	<ul style="list-style-type: none"> • Develop, lead and coach the HR Service Desk team to provide exceptional customer service • In collaboration with Manager HR Operations, set goals and objectives to ensure outcomes are met
<p>Reporting and Analytics</p>	<ul style="list-style-type: none"> • Prepare and review metrics data on queries and services provided by the HR Service Desk
<p>Other duties</p>	<ul style="list-style-type: none"> • Work collaboratively within teams to achieve common goals • Demonstrate a commitment to BSL’s quality framework and culture by participating in and promoting quality actions through continual improvement activities • In collaboration with manager, set goals and objectives to ensure outcomes are met

	<ul style="list-style-type: none"> • Model BSL’s values and adhere to the Code of Conduct in everyday work practices • Maintain a safe work environment and ensure steps are taken to prevent unsafe work practices in accordance with BSL policies and procedures. • This position will require indirect contact with children and/or vulnerable individuals • Other duties as required
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SCOPE OF RESPONSIBILITY

Direct Reports: P&C Coordinators and P&C Administrators

KEY SELECTION CRITERIA

Career Experience:

- At least 3 years’ experience in leading an HR operations or Shared Services team in a result driven, fast paced environment
- Demonstrated understanding of end-to-end employment life cycle processes
- Experience in delivering HR projects
- Proficiency in PageUp recruitment system, ticketing or case management systems and CHRIS21/iChris payroll system

Personal Qualities:

- Excellent verbal and written communication skills
- Highly developed leadership skills
- Flexible approach, with an ability to effectively manage multiple priorities
- Comfortable working autonomously and in a team environment
- Ability to develop and maintain effective workplace relationships including liaising across all levels with internal and external stakeholders
- Continuous improvement mindset with a demonstrated ability to identify and resolve problems and make appropriate recommendations
- Well-developed organisational and time management skills with the ability to plan workload, prioritise and meet deadlines
- Strong attention to detail
- A commitment to maintaining and supporting child safety, equity, inclusion and cultural safety
- Understanding of and empathy with the values and ideals of the Brotherhood of St Laurence

Qualifications/other:

- Tertiary qualification in Human Resources

MANDATORY EMPLOYMENT CRITERIA

- Specific work requirements include work based travel and attendance at a variety of different work locations as required

- Proof of eligibility to work in Australia is required
- A satisfactory Police Check is required. BSL will support successful candidates in this process
- A Working with Children Check is required - BSL will support successful candidates in this process

The description of the position is a guide to the duties of the professional activities needed to successfully undertake the position. A review of the position description may occur and it may be amended from time to time.